



"People
helping people
help
themselves"

Frank O'Bannon, Governor
State of Indiana

Division of Disability, Aging and Rehabilitative Services
402 W. WASHINGTON STREET, ROOM W382
INDIANAPOLIS, IN 46204-2739

John Hamilton, Secretary

To: TCM Interested Parties

From: Alison Becker, Director, Fiscal Services
Steve Cook, Director, Developmental Disabilities Services
Chris Newman, Director, Quality Improvement Services

Date: April 26, 2002

Re: DD Waiver Bulletin 17-Targeted Case Manager Selection
Support Services Waiver Bulletin 2-Targeted Case Manager Selection

The Division of Disability, Aging and Rehabilitative Services has received some complaints recently from individuals served through the Targeted Case Management program for persons with Developmental Disabilities. We wanted to make sure you understand the importance of consumer choice, both in choosing an agency and in choosing a Targeted Case Manager within the chosen agency.

At issue here is when an individual chooses a company to provide Targeted Case Management Services, they sometimes get switched between Targeted Case Managers within the company, based on new case managers coming on board, case managers leaving, etc. For many individuals who are faced with this constant turnover of Targeted Case Managers in their lives, it becomes a very frustrating and confusing circumstance. The Targeted Case Manager is one of the most important relationships an individual and his/her loved one(s) have on the receiving, planning for or waiting for home and community based services. When we talk with families about choosing a Targeted Case Manager, we make it clear that when a Targeted Case Manager is chosen, that individual is then responsible for helping the individual and his/her family make choices regarding other services and providers.

As these constant changes occur, it disrupts the relationship the individual and his/her family have built with the Targeted Case Manager. It is understandable that Targeted Case Managers may either leave the business or decide it is no longer in their or the client's best interest to continue providing services. In these instances, it is perfectly

acceptable (and expected) that the client will be offered a new choice of Targeted Case Managers.

Anytime a change in Targeted Case Managers is about to take place, either through staff realignment or departure of a specific Targeted Case Manager, each individual client impacted by this change must sign another Medicaid Provider Pick List indicating their decision to remain with the same entity. Like other Pick Lists, you will need to send a copy to the appropriate Bureau of Developmental Disabilities Services (BDDS) District Office.

While it is true that clients select an entity to serve as their Targeted Case Manager, we want to make it clear that we support informed consumer choice, even when making intra-agency changes. The BDDS District Offices have been given information regarding a response if they receive any questions from consumers about this issue. The District Offices will inform the individual that if the individual or guardian is not satisfied when their Targeted Case Manager is changed without their input or approval, the BDDS office can provide them with other options of Targeted Case Management providers.

Constant changes in Targeted Case Managers for an individual's case does not benefit the consumer. We understand the need to add new Targeted Case Managers to your company and we support that. However, we ask that you also be mindful of the impact it has on the clients you serve.

Thank you for your help on this issue. Please contact Alison at 317/234-1527 or abecker@fssa.state.in.us, Chris at 317/234-1147 or mnewman@fssa.state.in.us or Steve at 317/232-7842 or scook3@fssa.state.in.us should you have questions or if we may be of further assistance.